

AMENDMENTS TO CLAIMS

Please cancel Claims 1-6 without prejudice or disclaimer of the subject matter therein.

Please add new Claims 7-25.

1.-6. (canceled)

- 1 7. (new) A system for knowledge management comprising:
- 2 a. a plurality of INDOC tools, each representing a context, for creating and sharing
- 3 tacit knowledge fragments;
- 4 b. a communication and a sharing protocol for tagging, dimensionalising, sharing,
- 5 and distributing said knowledge fragments;
- 6 c. an INDOC communication system comprising a plurality of content hubs for
- 7 organizing, storing, and transferring knowledge fragments created in said
- 8 INDOC tools, based on the communication and sharing protocol;
- 9 d. knowledge encounter maps for selecting an appropriate INDOC tool
- 10 corresponding to a knowledge need or a knowledge sharing situation;
- 11 wherein, the tacit knowledge created by a user in a context presented by an INDOC
- 12 tool is shared and distributed to other users accessing the same tacit knowledge in
- 13 another context represented by another INDOC tool by meaningful re-
- 14 contextualization of tacit knowledge fragments from one point of use to another.

- 1 8. (new) The system of claim 7 wherein the INDOC tool comprises:
- 2 a. one or more highly purposive visual metaphors and/or learning structures for
- 3 navigation;
- 4 b. a document display and delivery tool for displaying documents and attached
- 5 knowledge fragments;
- 6 c. experience sharing interfaces for provoking tacit knowledge creation and sharing;
- 7 d. a document storage and distribution system for distribution or local storage of
- 8 knowledge fragments.
- 1 9. (new) The system of claim 7 wherein said INDOC tool is an interactive document
- 2 cluster having a number of documents with relevant knowledge fragments attached to
- 3 said documents.
- 1 10. (new) The system of claim 8 wherein said INDOC tool is an interactive document
- 2 cluster having a number of documents with relevant knowledge fragments attached to
- 3 said documents.
- 1 11. (new) The system of claim 8 wherein the INDOC tool further includes a knowledge
- 2 pathway representing a mode of access to a cluster or set of knowledge documents for
- 3 personalizing the access and use of documents to a specific knowledge related query.

1 12. (new) The system of claim 11 wherein the mode of access includes:

2 a. an assimilation query;

3 b. a choice of learning path; and

4 c. a type of document

5 for personalizing the access and use of documents to specific knowledge related query.

1 13. (new) The system of claim 7 including an interactive document cluster network
2 comprising:

3 a. a plurality of dimensions or axes of concern;

4 b. a locus of concern;

5 c. a knowledge fragment; and

6 d. a knowledge string and string element;

7 wherein each cluster network relating to a specific area of organization or community

8 activity enables collection, storage, and retrieval of tacit knowledge through said

9 organization or community on a different dimension.

1 14. (new) The system of claim 13 wherein the interactive document cluster network
2 includes the INDOC communication system, the communication and sharing protocol,
3 and experience sharing interfaces for provoking tacit knowledge creation and sharing.

1 15. (new) The system of claim 13 wherein the plurality of dimensions or axes of concern
2 are derived from a role and organized into orthogonal idea sets comprising variable
3 points of concerns defined for an outcome level.

1 16. (new) The system of claim 13 wherein the outcome level has a set of view sets,
2 wherein each view set is associated with one or more orthogonal dimensions of
3 concerns relevant to said view set.

1 17. (new) The system of claim 13 wherein the outcome level includes an objective list
2 comprising all the orthogonal dimensions of concerns relevant to that level.

1 18. (new) The system of claim 7 wherein the system allows knowledge sharing through
2 experience sharing interfaces embedded within a context of knowledge encounter
3 maps or within the context of InDoc tools, allowing for transfer across different
4 contexts based on communication and sharing protocol.

1 19. (new) The system of claim 7 wherein the system allows knowledge sharing through
2 experience sharing interfaces embedded within individual documents within InDoc
3 tools, which are context and user need independent and are attached to a specific
4 document.

1 20. (new) The system of claim 7 further comprising a know-how tool kit comprising:
2 a. intelligent content agents for packaging information components into meaningful
3 query and problem response structures for a specific purpose;
4 b. intelligent query tools for enabling 'think through process' of any common
5 solution pathway;
6 c. map metaphor libraries providing ready-to-use frameworks enabling experts from
7 a community to articulate their knowledge;

8 wherein allowing extraction and distribution of tacit knowledge or know how in a
9 community of practice.

1 21. (new) The system of claim 7 wherein a knowledge encounter map represents the
2 knowledge user's context being built around a specific action situation represented as
3 an outcome space flowing out of variations in real-life situations of the user, which
4 triggers off a knowledge need or a knowledge sharing situation.

1 22. (new) A method of sharing knowledge comprising the steps of:

- 2 a. entering a new tacit knowledge fragment to an InDoc tool and interacting with
3 existing tacit knowledge fragments, within a localized task or situation level
4 context;
- 5 b. tagging and dimensionalizing said knowledge fragment;
- 6 c. storing said tagged knowledge fragment on a content hub relevant to a role;
- 7 wherein the knowledge fragment is relevantly passed between content hubs based on a
8 communication and sharing protocol and retrieved from a different InDoc tool around
9 a different outcome.

- 1 23. (new) The method of claim 22 wherein entering a new tacit knowledge fragment
2 comprises the steps of:
- 3 a. navigating the user's own specific situation or work context through a knowledge
4 encounter map;
- 5 b. triggering an assimilation query by the user in said context;
- 6 c. selecting appropriate assimilation query resulting in selection and display of an
7 appropriate InDoc tool;
- 8 d. navigating one or more highly purposive visual metaphors and/or learning
9 structures within the InDoC Tool, to select appropriate documents;
- 10 e. selecting documents aligned to user's preferred learning styles, through choice of
11 learning path;
- 12 f. further selecting preferred document type(s);
- 13 g. entering new tacit knowledge fragments to the InDoC Tool, through Experience
14 Sharing Interfaces either at a level of structure or at a level of individual
15 document;
- 16 h. viewing and interacting with the tacit knowledge fragments made available as
17 relevant to this context of InDoC Tool, even if said tacit knowledge fragments
18 were created in some other InDoC Tool for meeting some other user outcome,
19 where the two InDoC Tools share common dimensions of concern.

1 24. (new) The method of claim 22 wherein tagging and dimensionalizing said knowledge
2 fragment comprises the steps of:

- 3 a. addressing and tagging said knowledge fragments automatically on a 'point of
4 origin';
5 b. dimensionalizing said knowledge fragment on the basis of the communication and
6 sharing protocol;
7 c. sharing and distributing dimensionalized knowledge fragments among all users to
8 whom fragments may be relevant, on a basis of common dimensions of
9 concern.

1 25. (new) The method of claim 22 wherein storing said tagged knowledge fragment on a
2 content hub relevant to a role comprises the steps of:

- 3 a. delivering the tagged knowledge fragment to the content hub to which the specific
4 InDoC tool within which the knowledge fragment was created is connected,
5 said content hub identified as a role-defined content hub;
6 b. storing the knowledge fragments relevant to that role-defined content hub; and
7 c. passing the knowledge fragments or information about these knowledge fragments
8 to inter-connected content hubs, based on role validity and dimensions of
9 concern validity.